

**VITAL CARE AMBULANCE, INC.
AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION**

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
<p>Signed Application Form and Attachments (original with five copies and correct fees) If applicant is a corporation or limited liability company (LLC), the following is also required:</p> <ul style="list-style-type: none"> • Statement of Information • Articles of Incorporation (corporations) • Articles of Organization (LLC) • Certificate of Status 	<p>Application Instructions Section A 7.06.020</p>	<p>On 01/20/2020, the Emergency Medical Services (EMS) Agency received an application for ambulance operator's license from Vital Care Ambulance, Inc. (Vital Care). The application lists Nazik Kazaryan, President as the only officer.</p> <p>The following documents were received from Vital Care:</p> <ul style="list-style-type: none"> • A Fictitious Business Name Statement (dated 12/2019) for Vital Care Ambulance and Vital Care Transport. • A copy of the Articles of Incorporation for Vital Care Ambulance, Inc., filed with the CA Secretary of State (dated 10/17/2019). • A copy of an electronic filing receipt for "Corporation – Statement of Information" for Vital Care (file date 11/13/2019). <p>On 02/27/2020, a revised application from Vital Care was received.</p> <p>On 04/27/2020, received a copy of an electronic receipt by Vital Care for a Statement of Information from the CA Secretary of State. A review of Vital Care's status at the CA Secretary of State website shows</p>	

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ATTACHMENT I – FINANCIAL CAPABILITY			
Financial Statements* (must be prepared by a Certified Public Accountant (CPA)) <ul style="list-style-type: none"> • Current (for the last fiscal year) and/or pro forma (if new company) profit and loss statements • Current Balance Sheet • Disclosure of all Liabilities <p><small>*Financial statement shall demonstrate that the applicant has adequate financial health, based on liquidity, profitability, and sustainability, to maintain ambulance service operations.</small></p>	7.16.050 (A) 1-3	<p>On 01/20/2020, the following financial documents were submitted to the EMS Agency:</p> <ul style="list-style-type: none"> • Profit and Loss Statement (October through December 2019) for Vital Care • Balance Sheet (as of December 31, 2019) for Vital Care. • Vital Care Ambulance daily projected expense per unit and call volume. <p>On 02/27/2020, received a copy of a letter from “Mouradian, Filian and Company” as proof of preparation by a CPA. Additionally, a copy of a Disclosure of all Liabilities Statement and a current bank statement from Bank of America for Vital Care (January 1, 2020 – January 31, 2020).</p>	
ATTACHMENT II – EVIDENCE OF SUPPORT			
Evidence of Support <ul style="list-style-type: none"> • Three (3) written statements, and/or • Written notice of verbal testimony 	7.16.050 (C)	Evidence of support will be omitted due to Vital Care being a new provider that has not operated within LA County.	

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ATTACHMENT III – PROPOSED RATE SCHEDULE			
Proposed Rate Schedule <ul style="list-style-type: none"> Current Rate Schedule Written Statement that General Public Rates will not be exceeded 	7.16.280 7.16.290 7.16.310	On 01/20/2020, Vital Care's proposed rate scheduled was received, along with a signature page signed by Nazik Kazaryan, President/CEO and Norma Zeigler, General Manager.	
ATTACHMENT IV – INSURANCE LIABILITY COVERAGE			
Insurance Liability Coverage A certificate or other evidence of insurance coverage confirming that applicant carries insurance with coverages and limits that are in accordance with the County Code.	7.16.050 (G) 7.16.180 7.16.190	On 01/20/2020, the following a certificate of insurance (COI) document was submitted: <ul style="list-style-type: none"> Automobile Liability Coverage by Redwood Fire and Casualty Insurance Company A signed document by Armen Akopyan, V.P. Operations was received (dated 01/08/2020) stating, " <i>Vital Care Ambulance Inc. will obtain proper GL/PL insurance coverage prior operations [sic].</i> "	Vital Care must submit a COI which includes General/Professional Liability and Worker's Compensation as required.

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ATTACHMENT V – MAXIMUM RESPONSE TIMES			
Maximum Response Times Written agreement to respond to requests for service within the County response time standards.	7.16.050 (B) 1-2	On 01/20/2020, the EMS Agency received a signed document from Nazik Kazaryan, President/CEO and Norma Zeigler, General Manager (dated 01/04/2020), stating that Vital Care will meet the requirements and standards for maximum response times.	
ATTACHMENT VI – QUALIFIED MANAGEMENT			
Technically Qualified Management* <ul style="list-style-type: none"> Organizational Chart <i>*Dated</i> Resume(s)/Curriculum Vitae(s) <p><small>*Evidence that company has technically qualified managers. Evidence shall include manager's resume showing type/duration of transportation experience, including at least five years of increasingly responsible experience in the operation or management of a basic life support or advance life support service.</small></p>	7.16.050 (D)	<p>An organizational chart was received on 01/20/2020 that contains the names and titles of all Vital Care managers (dated 01/04/2020).</p> <p>The following resumes from Vital Care personnel were received: <u>Nazik Kazaryan, CEO</u> <ul style="list-style-type: none"> CEO, Vital Care Ambulance (2019-current) Administrator/Designee, Committed Hospice (2016-2019) Billing Manager, Royalty Ambulance (2008-2016) Billing Manager, Royalty Non-Emergency Medical Transport (2007-2010) Medical Assistant, UPC Medical Group (2004-2006) </p>	

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		<p><u>Armen Akopyan, Vice President of Operations</u></p> <ul style="list-style-type: none"> • Vice President of Operations, Vital Care Ambulance (2019-current) • Administrator/CEO, St. Arsenius Hospice Care, Inc. (2016-current) • Administrator, Universal Mobile Imaging (2016-current) • Vice President of Operations, Royalty Ambulance (2008-2016) • President/Director of Operations, Royal Non-Emergency Medical Transportation (2007-2010) • X-Ray Technician, Glendale Adventist Medical Center (2005-2007) • X-Ray Technician, Broadway Imaging (2004-2006) <p><u>Norma Ziegler, Operations Supervisor</u></p> <ul style="list-style-type: none"> • Operations Supervisor/Communications Supervisor/CQI Coordinator, Vital Care Ambulance (1/2020 to present) • Medical Van Driver/Attendant (3/2019-8/2019) • Dispatcher, First Rescue Ambulance (7/2018-2/2019) • Patient Care Assistant, Private Residence (2/2014-5/2018) • Operations Supervisor/Communications Supervisor/CQI Coordinator, First Rescue Ambulance Service (2/2016-9/2016) • Operations Manager, Translife Ambulance (2/2009-11/2013) 	

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		<ul style="list-style-type: none"> • Operations manager/Field Training Supervisor, Patriot Ambulance (5/2008-10/2008) <p><u>Dennis Smith, General Manager Designee</u></p> <ul style="list-style-type: none"> • General manager Designee, Vital Care Ambulance (01/2020 – present) • Consultant/Training Coordinator, Viewpoint Ambulance (09/2015 – present) • General Manager/Human Resource Manager/Training Manager, Royalty Ambulance (01/2011-11/2016) • General Manager/Human Resource Manager/Training Manager, Patriot Ambulance (02/2008-11/2010) <p><u>Dr. Vincent Bennett, MD, Medical Director</u></p> <ul style="list-style-type: none"> • Medical Director, Vital Care Ambulance (2020-present) • Staff Physician, Palmdale Regional Medical Center (2009-present) • Medical Director, Royalty Ambulance (2015-present) • Medical Consultant, Coachella Music Festival (2011-present) • Regional Medical Director, EMCARE-Western Division (2001-present) • Medical Director of Emergency Services, Palmdale Regional Medical Center (2005-2013) • Chief of Staff, Suburban Medical Center (2002-2004) 	

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Adherence to Rules and Regulations (Exhibit D) <i>Affirmation (page 1)</i> - Disclosure of whether applicant or management personnel has or has not ever: <ul style="list-style-type: none"> • Held any other licenses or franchises during the past ten (10) years. • Had a license revoked or denied 	7.16.050 (I) (1 and 3)	On 01/20/2020, <i>Affirmation (page 1)</i> forms were submitted for the following Vital Care management personnel: <ul style="list-style-type: none"> • Nazik Kazaryan, CEO • Armen Akopyan, Vice President of Operations • Norma Ziegler, Operations Supervisor • Dennis Smith, General Manager Designee • Dr. Vincent Bennett, MD, Medical Director 	
Adherence to Rules and Regulations (Exhibit D) <i>Affirmation (page 2)</i> - Disclosure of whether applicant or management personnel has or has not ever: <ul style="list-style-type: none"> • Been investigated by any governmental agency • Been convicted of any misdemeanor or felony 	7.16.050 (I) (2 and 3)	On 01/20/2020, <i>Affirmation (page 2)</i> forms were submitted for the following Vital Care management personnel: <ul style="list-style-type: none"> • Nazik Kazaryan, CEO • Armen Akopyan, Vice President of Operations • Norma Ziegler, Operations Supervisor • Dennis Smith, General Manager Designee • Dr. Vincent Bennett, MD, Medical Director 	

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Adherence to Rules and Regulations (Exhibit E) Written and signed agreement of ongoing adherence to all rules and regulations for applicant and management personnel.	7.16.050 (I)	On 01/20/2020, written and signed agreements affirming ongoing adherence to all rules and regulations were received for the following Vital Care owners and management personnel: <ul style="list-style-type: none"> • Nazik Kazaryan, CEO • Armen Akopyan, Vice President of Operations • Norma Ziegler, Operations Supervisor • Dennis Smith, General Manager Designee • Dr. Vincent Bennett, MD, Medical Director 	
ATTACHMENT VII – BUSINESS FACILITIES / VEHICLES			
Business Facilities Description of premises (including billing area and security measures to protect patient confidentiality) to serve as the base of operations and any other facilities or stations that deploy or house vehicles.	7.06.020 (D)	On 01/20/2020, the EMS Agency received a description and location of Vital Care's business facility to serve as the base of operations and any other facilities or stations that deploy or house vehicles and included billing area and security measures to protect patient confidentiality.	
Business Facilities Certificate of Zoning Compliance	7.16.050 (I) 5	On 01/20/2020, the EMS Agency received a copy of Vital Care's proof of zoning from the City of Los Angeles.	

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<p>Vehicles Unit number, license number, VIN, make, model year, model type, mileage, projected vehicle life and patient capacity for each vehicle to be licensed and documentation of the following for each:</p> <ul style="list-style-type: none"> • Vehicle Registration • Odometer Testing and Certification (Weights & Measures) • CHP Vehicle Certification/Permit • Most Recent CHP Vehicle Inspection 	<p>7.16.050 (F)</p> <p>7.16.040 7.16.210 7.16.215</p>	<p>On 01/20/2020, the EMS Agency received the list of Vital Care ambulance and ambulette vehicles to be licensed as follows:</p> <ul style="list-style-type: none"> • Unit #101 License Number: 09837W2, VIN #86778 Ford (2014) E350 AM, Mileage: 170694, Patient Capacity: 1 • Unit #102 License Number: 09838W2, VIN #14483 Dodge (2015) Pro Master AM, Mileage: 187948, Patient Capacity: 1 • Unit #A101 License Number: 72749B1, VIN #26792 Ford (2011) E150 AM – Mileage: 4570, Patient Capacity: 2 	
<p>Vehicles Color scheme/insignia used to designate ambulances of applicant</p>	<p>7.16.050 (H)</p>	<p>On 01/20/2020, received photos of all Vital Care Ambulance and Ambulette Vehicles (please see photos).</p> <p>On February 24, 2020, the EMS Agency reviewed the new ambulance design/paint scheme from Vital Care and approved of the use of this design based upon Reference No. 455 – Private Ambulance Vehicle Color Scheme and Insignia Guidelines.</p>	

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ATTACHMENT VIII – STATEMENT OF WORK			
Statement of Work <ul style="list-style-type: none"> Detailed description of area(s) within which applicant is proposing to operate Copy of all current business licenses held by applicant Copy of CHP Facility Operators License Results of most recent CHP facility inspection 	7.16.050 (E) (I) 5 (J)	<p>On 01/20/2020, a Statement of Work for Vital Care was received. Vital Care will be operating in the following areas:</p> <ul style="list-style-type: none"> Cerritos Long Beach Lakewood Norwalk Los Angeles And all surrounding cities <p>All additional city business licenses will be obtained immediately following approval of the County license.</p>	
Non 9-1-1 Medical Dispatch Policies and Procedures <ul style="list-style-type: none"> Dispatch Policies and Procedures Qualifications for Dispatchers Dispatch Logs (most current 30-days) 	7.16.050 (K) (L) Prehospital Care Policy Manual Ref. No. 226	<p>On 01/20/2020, Vital Care's Dispatch Policies & Procedures (dated 01/2020) signed by Nazik Kazaryan, CEO, Norma Ziegler, Operations Supervisor and Dr. Vincent Bennett, MD, Medical Director was received.</p> <p>A review of the Dispatch Policy will be completed, and the review outlined the "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" to be sent to you shortly.</p> <p>***30-days of most current dispatch logs will be omitted for this application because Viewpoint Ambulance, Inc. has not operated within LA County.</p>	

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ATTACHMENT IX – BACKGROUND CHECKS			
Background Checks <ul style="list-style-type: none"> Request for Live Scan Service Form LASD Personal Information Form Photo Identification (State issued driver's license or identification card or passport) 	7.16.050 (O)	<p>On 01/20/2020, a completed "Los Angeles County EMS Agency Personal Information (Personal Information) Form" and photo identification were received for the following Vital Care owners/managers:</p> <ul style="list-style-type: none"> Nazik Kazaryan, CEO Armen Akopyan, Vice President of Operations Norma Ziegler, Operations Supervisor Dennis Smith, General Manager Designee Dr. Vincent Bennett, MD, Medical Director <p>The EMS Agency completed the background checks and found no basis for protest.</p>	
<u>Additional Information Requested by the EMS Agency</u>		Second Review	
<u>Additional Information Requested by the Ambulance Licensing Hearing Board</u>			

4/2020 – Second Review